

REQUEST FOR PROPOSAL
Outplacement Services for City of Milwaukee Employees

1) Purpose

The City of Milwaukee has established an Outplacement Services Program for employees who will be laid off from City employment primarily as a result of reductions in the 2003 and 2004 budgets. The City of Milwaukee is therefore requesting proposals from firms to provide specific Outplacement Services. A full description of the services desired is listed in the Scope of Services section of this request for proposal.

2) Background

The Department of Employee Relations shall administer the overall Outplacement Services Program for affected City of Milwaukee employees. The program will include benefits provided by the City of Milwaukee as well as specific benefits to be provided by an external Outplacement Services firm.

The Department of Employee Relations will be providing some outplacement benefits directly to City of Milwaukee employees. This will include but not be limited to:

- Placing affected individuals on reinstatement lists for related positions. Individuals on these lists can be considered for positions for which they are qualified and eligible into the future.
- Allowing covered individuals to attend training programs offered by the Department of Employee Relations through the end of the 2003 budget year. Additional job-specific training may be added on a case-by-case basis.

A more detailed description of these benefits is provided in the City of Milwaukee Internal Placement Services Program Proposal that is attached.

The City of Milwaukee anticipates the contractor will begin providing services immediately following the award of the contract. The City of Milwaukee anticipates that the contractor may continue to provide Outplacement Services through June 2004.

3) Scope of Services to be provided by an Outplacement Services Firm

The City of Milwaukee will select an Outplacement Services firm that can provide the services that are outlined in this section.

The job classifications of affected employees may range from office clerical, to trades, to managers. The Department of Employee Relations will provide the names and titles of affected employees to the contractor as soon as the affected employees are identified.

The services the City of Milwaukee wishes an Outplacement Services firm to provide are listed as follows. All services should be included in the proposal even though the City of

Milwaukee may choose not to utilize all services listed for all employees. Outplacement Services to be provided include:

- a) An initial group meeting for affected employees explaining benefits and services that will be available to them. These meetings will be scheduled in coordination with Department of Employee Relations staff.
- b) Provide an information/resource person for City of Milwaukee department managers on this process prior to and after layoffs.
- c) Individual and group counseling sessions for employees
- d) Individualized career assessment for employees
- e) Financial review and planning for employees
- f) Resume preparation and development including letter writing for employees
- g) Networking skills and job search techniques training for employees
- h) Interviewing skills and techniques including salary negotiation and offer acceptance with video taped role-play for employees.
- i) Have office space and resources necessary to conduct a job search available to employees. This will include access to Internet, newspapers and other reference materials, office supplies, word processing equipment, copy machine, access to clerical support, telephone and fax machine.
- j) Provide a status report on all employees participating in the Outplacement Services Program to the Department of Employee Relations every two weeks.

4) Proposal Requirements

Proposals for this Outplacement Services Program must include the following information in the order listed below.

- a) Name, address and description of the firm submitting the proposal. Include major types of activities and areas of consulting. Include the name and phone number of a contact person who will answer any questions about the proposal.
- b) Statement of the philosophy of your firm concerning the purpose and function of outplacement services.
- c) A summary of the experience of your firm in providing outplacement services. A description of and information regarding at least two (2) outplacement service programs that your firm has provided similar to the program that is proposed by the City of Milwaukee. Provide references from three companies that have recently received outplacement services from your firm. The City of Milwaukee will be contacting these references.

- d) The work plan that describes how your firm would provide the services listed within the Scope of Services section of this request for proposal. Provide a detailed description of how all training and counseling services would be provided to employees, including training agendas and content, hours required to deliver each service, site location for provision of each service, all timelines, and equipment available to participants such as office space, access to Internet, newspapers and other reference materials, office supplies, word processing equipment, copy machine, access to clerical support, telephone and fax machine.
- e) Provide information on all staff that would actually work with the City of Milwaukee's program, including related background and experience in providing outplacement services.
- f) Provide a detailed fee structure and explanation of ALL costs and projected expenses for this Outplacement Services Program. Provide a per-person, per-hour, per-service price on the attached spreadsheet and include this information with your proposal.

The final number of employees who may be affected and who may utilize these services will not be known until the final City of Milwaukee budget is adopted in November. Currently the City of Milwaukee anticipates at least 50 employees will be affected.

5) Proposal Submission and Requirements

Proposing firms should consider this written request for proposal as their sole basis for proposing on this program. Proposals must include all information requested above, in the order in which it is listed in this request for proposal.

Please submit the original and eight (8) copies of your firm's proposal. The proposal must bear the signature of an officer of your firm who has the authority to negotiate with the City of Milwaukee and bind the company. Be sure that your proposal contains a contact person's name, phone number and address, as well as email address and FAX number for your agency.

Submit the original and eight (8) copies of your proposal in a sealed envelope by 2:00 P.M. on Thursday, July 24, 2003 to:

PROCUREMENT SERVICES SECTION
200 E WELL STREET - ROOM 60
MILWAUKEE, WI 53202

All questions regarding this RFP should be submitted via e-mail by 4:45 p.m., Thursday, July 10, 2003 to: Diane Berndt at dbernd@milwaukee.gov. Any questions not received by that date and time may not be given consideration.

Any additional information or clarifications that are provided to one firm will be provided to all firms in the form of an addendum posted to the City's web site

6) Evaluation and Selection of Outplacement Services Provider

Proposals for this Outplacement Services Program will be evaluated on the following criteria:

- 20% Experience and expertise of a firm in providing outplacement services.
- 20% Background and experience of the staff assigned to work on this program.
- 35% Quality and description of the scope of services that will be provided.
- 25% Total cost for outplacement services as delineated in Appendix A.

The proposal evaluation process may include an interview with the cost of any such interview to be borne by the proposed contractor. However, a firm may be chosen without discussion. Therefore, firms should submit proposals initially on the most favorable terms, from both a content and cost standpoint.

Due to the fact that the City of Milwaukee is uncertain how many employees may be affected, the City of Milwaukee reserves the right to award this contract to the highest ranked proposer and award a contract to a back-up contractor (the second highest ranked proposer) which will be utilized in the event that the prime contractor cannot provide sufficient services to affected employees.

The City of Milwaukee reserves the right to reject any or all proposals, issue addendum, request clarification, alter the nature and/or scope of the proposed services, enter into various stages of the services, or discontinue this process at any time. The City of Milwaukee reserves the right to select from among the qualified respondents and negotiate with any qualified respondent.